

City of Fairfax Afterschool Programs

Policies & Procedures

2014-2015

Introduction to Recreation Classes

Types of Classes Offered:

The City of Fairfax Parks and Recreation Department offers afterschool programs for all ages and backgrounds. Classes are offered at Daniels Run Elementary School and Providence Elementary School. These programs strive to provide recreational opportunities and extended after school program options for the residents of the City of Fairfax and surrounding areas.

Class Seasons:

Each session runs approximately 8 weeks, however may differ slightly due to instructor conflict or school holidays. Our class informational flyer will go out to each child via backpack drop 1 month in advance of class starts. Previous registrants may also receive emailed information.

Registration:

We use an online computer registration system, which allows us to maintain facility bookings for classes and to process registrations in an efficient manner. This system also allows us to maintain attendance reports, waitlist reports and a database providing participant contacts and other pertinent information.

All registrations will be handled by CFPR staff and will be processed through the CFPR registration system.

We offer registration through four easy customer-friendly ways including: online, walk-in, mail-in and fax-in. We accept cash, checks, American Express, Discover, MasterCard or Visa.

Wait Lists:

A wait list is kept for all full classes. When an opening occurs, the first person on the list is called and given the opportunity to enroll. We do not allow anyone from a waitlist to participate until the participant has been registered for the class. If there are enough people on the wait list, the possibility of offering an additional class session can be discussed or changing the maximum enrollment number of the current class.

City of Fairfax Parks and Recreation Services responsibilities:

The City of Fairfax Parks and Recreation Department will provide the following services:

- Process all class registrations and payments
- Maintain a master class file and class rosters
- Provide activity space and facility amenities
- Include class description in our Leisure Times Magazine distributed three times a year
- Promote the classes through the City's website, publications and other marketing tools
- Process instructor payments/payroll according to City of Fairfax Accounts Payable Schedule
- Monitor and provide feedback on classes

Afterschool Coordinators:

Afterschool Coordinators will work as employees of the City of Fairfax during the days/times that we offer afterschool programs. Each Coordinator is responsible for printing attendance sheets and keeping track of student's attendance. In the afternoons, Coordinators responsibilities are as listed:

- Arrive to the cafeteria or assigned meeting location prior to students arrival
- Ensure each instructor arrives in a timely fashion, and contact the Community Programs Coordinator in event of late or missing instructors
- Ensure that each instructor receives a copy of his/her class roster at the beginning of each session.
- Ensure each instructor takes attendance of the students and collects sign in/out sheets
- Review sheets for any absent children
- In the event of an absent child, the Coordinator must review front office list of any children who were absent that day or left early for any reason
- If for some reason an absent child is unaccounted for on the office sheet, the Coordinator must make every attempt to contact the parents or emergency contacts until they have located the child or have been informed of their security
- Coordinators will ensure that all parents/guardians sign each child out of their programs at the end and will bring SACC students to their program.
- At no time will a Coordinator leave any child unattended. If a child is not picked up 10 minutes after their program has ended then they must contact the Community Programs Coordinator as well as contact the parents/emergency contacts.

Participant No-Shows:

If the instructor notices consistent absences they must notify CFPR staff. Refunds are issued only after the participant completes a Refund Request Form and it is approved by the Recreation Manager.

Late Pick Up

If a child has not been picked up from a class at the end time, please contact the parent. If the parent is more than 15 minutes late, a fee of \$15 will incur. Instructors must wait at least 15 minutes for the parent to show up and if they still have not at this point, please notify the Recreation Manager or building staff on duty.

Parent Responsibilities

We ask that each family keeps their contact information, including email, up to date in the case of an emergency. We also ask that each family lists two valid emergency contacts with complete working phone numbers. While each classroom will receive lists of students that are in afterschool activities, it helps to remind your child in the morning so that they remember to go to the afterschool program. We ask that, unless you're attending a class performance, all parents/guardians/siblings remain outside of the program area until the class is finished. If you will be late picking up your child, please contact the Afterschool Coordinator as soon as possible so that they will be aware.

Behavior

All children are expected to behave in a proper and respectful manner. We will not tolerate any hitting, name calling, foul language, destruction of property or any other behavior deemed inappropriate by the staff. In accordance with the severity and frequency of the behavior, the Parks and Recreation Department reserves the right to dismiss any child from the program. No refunds will be given.

DISCIPLINE POLICY

Staff will focus on the prevention of negative behavior. We will praise the positive and attempt to downplay the negative, in an effort to bring out the best in every child. When discipline is needed, we believe discipline takes many forms and should vary according to age, individuality and the developmental level of each child. Concern is focused on the action/behavior rather than the child. (example: We do not use statements such as "you are a bad boy/girl." Rather, "I did not like what you did"). Our staff will use positive guidance, redirection, continuous supervision, and set clear limits during disciplinary action.

ANTI-BULLYING POLICY

Bullying is when one or more people exclude, tease, taunt, gossip, physical harm, or put down another person with the intent to hurt another. Bullying happens when a person or

group of people want to have power over another and use their power to get their way, at the expense of someone else. Bullying can also happen through cyberspace: through the use of e-mails, text messaging, instant messaging, and other less direct methods. This type of bullying can also lead to persons being hurt during or between the between program sessions and be especially hurtful when persons are targeted with meanness and exclusion.

At the City of Fairfax Afterschool Programs, bullying is inexcusable, and we have a firm policy against all types of bullying. Our philosophy is based on our mission statement which ensures that every staff has the opportunity to encourage children to develop new skills and work towards improving his/her performance at a given task; help each child gain a deeper understanding of and appreciation for their own skills and abilities; encourage the development of leadership skills in children of all ages; and keep all children safe and happy. We work together as a team to ensure that children in our programs gain self-confidence, make new friends, and go home with great experiences.

Customer Service

Satisfaction Guarantee:

The City of Fairfax Parks and Recreation Department continuously strives to provide our customers with high-quality programs, activities, facilities and special events. We are confident participants will be happy with our services and we guarantee their satisfaction. This guarantee is based on fulfilling our promise to our customers. If they are not satisfied, we would appreciate comments, ideas or suggestions. It is the responsibility of every staff member to provide and maintain the highest level of customer service possible.

Refund Policy:

Refunds are given to participants on requested basis for satisfaction guaranteed or medical reasons. A Refund Request Form must be completed by the participant and any documentation of medical or unavoidable circumstances must be provided within 30 days. Refund Requests must be approved by a Recreation Manager. A registered student may be issued a pro-rated refund after the first class in a session. A refund will be issued by one of three methods:

1. refund to participant's CFPR account allowing for use toward other CFPR programs
2. direct refund to participant's credit card account
3. a refund check – takes approximately 3-4 weeks from the date of the requested refund in accordance with CFPR accounts payable schedule.

Class supply fees are non-refundable.

Cancellations/Changes

Inclement Weather Policy:

CANCELLATIONS

The City of Fairfax Parks and Recreation Department follows the Fairfax County School's cancellation policy. When schools are closed due to inclement weather, all recreation classes will be cancelled. Website for Fairfax County school information: www.fcps.edu.

EARLY DISMISSAL

When Fairfax County Schools initiate an early school closing or cancellation of evening school activities, all afternoon and evening Parks and Recreation classes starting after 2:00pm operating out of City Schools will be cancelled. This information will be posted on our website, www.fairfaxva.gov or you can call 703-385-7858. CFPR Staff will make all efforts to call/email participants to inform them of any cancellations. This policy is subject to change if weather conditions prohibit safe access to city facilities. The Parks and Recreation Director or City Manager makes this decision. Parks and Recreation Staff will make all efforts to make-up any missed classes due to inclement weather, and refunds will be given if this is not possible.

Instructor Cancellations:

In the case instructor cannot teach a scheduled class or find a substitute, **THE INSTRUCTOR** must inform all students and CFPR Recreation Manager/staff of the cancellation. This includes information on make-up date, time and location approved by Recreation Manager. In the event of an emergency or medical situation and the instructor is not able to contact the participants, they must communicate with CFPR staff to ensure participants are contacted.

Cancelling Due to Low Enrollment:

All instructors must contact their Recreation Manager at least one week in advance of the start of their class to check on enrollment numbers. If the minimum number is not met, the class will be canceled. The CFPR will contact participants to let them know and issue a refund.

Safety and Emergency Procedures

First Aid

First Aid Kits and ice are located at all the central meeting areas. If you need First Aid, please let the staff know. Any accidents must be documented.

Accidents/Incident Reports:

All accidents and incidents must be reported, no matter how minor they may appear. It is the Coordinator's and Instructor's responsibilities to report and prepare an incident report. In the case of an emergency, please follow the procedures listed below:

- Act calmly, promptly and effectively.
- Prepare an incident report immediately while the patron is still under your care. All accidents on the grounds shall be reported, whether or not witnessed by the Contract Instructor.
- Forward the completed Incident Report to CFPR staff within 24 hours.
- If medical personnel are involved, CFPR must be notified immediately.

Emergency Information

All contracted instructors should have each participant's emergency contacts during class. Emergency contacts will be provided by Coordinator along with a final roster at the beginning through the first few weeks of the sessions.

Staff and instructors should use common sense first aid procedures in dealing with *minor* accidents. All incidents and emergencies should be reported immediately to department staff. An Incident Report will then be filled out and turned in to the Staff Coordinator.

Notify the Community Program Coordinator in the event that emergency assistance is required in respect to the following:

- If there is damage to a facility or property and/or there exists the threat of further damage.
- If there is an immediate threat to the safety of any person.
- If there is disruption of the normal activities.
- In the event of a personal injury and/or accident involving a staff member or participant.
- In the event of theft of City or personal property.

When calling 911, be prepared to provide the dispatcher with the following information:

- Nature of problem or situation.
- Location of facility (TCC address is 12424 42 Ave. S.)
- What is currently being done about the problem or situation
- Stay on line until dispatcher tells you to hang up.
- Whenever possible, have someone meet the Fire/Police who can escort them to where they are needed.

An excellent precaution is to request any student or parent with knowledge of health limitations to advise you privately of their situation, what can be expected, what must be done, and whom to notify, etc. Please review the following Incident Report to make sure you have a clear understanding of the information required. This form should be used in the case of reporting injuries or incidents such as bullying.

Participant Incident Report

Date of Incident _____ Location (be specific) _____
Participants's name _____ E-mail (optional) _____
Address _____ City _____ State _____ Zip _____
Phone (1) _____ Phone (2) _____
Age _____ Male _____ Female _____
Activity engage in at time of injury/incident (be specific) _____

Check Body Part Injured:

Scalp _____	Nose _____	Neck _____	Elbow R _____ L _____
Ear R _____	L _____		Hand R _____ L _____
Eye R _____	L _____		Wrist R _____ L _____
Chin _____	Mouth _____		Hand R _____ L _____
Back Upper _____	Lower _____		Thigh R _____ L _____
Chest _____	Groin _____		Knee R _____ L _____
Shoulder R _____	L _____		Ankle R _____ L _____
Arm R _____	L _____	U _____	Lo _____
			Foot R _____ L _____
			Other _____

Check Type of Injury/Illness/Incident:

Puncture _____ Heart Attack _____
Cut _____ Choking _____ Scrape _____
Fracture _____ Burn _____ Sprain _____ Fall _____
Exposure _____ Unconsciousness _____ Student Incident _____
Other _____

Other Students involved (accident/bullying): _____
In detail describe what happened (be specific) _____

Describe first aid or other treatment administered (be specific) _____

Was ambulance called? _____ Responding Unit _____

Treating Hospital or Emergency Facility _____

Witnesses: Complete even if witnesses are employees)

Name _____

Address _____

Phone _____

Name _____

Address _____

Phone _____

Citizen's comments at time of injury. _____

Comments: _____

Completed by _____

Signature _____

Date _____

Fire Alarm:

- Lead your participants to the nearest exit.
- Direct participants to meet at the flag pole located in front of the community center.
- Be sure your participants are out of the building.
- Use class roster to account for participants.
- DO NOT re-enter the building until appropriate personnel give you permission to do so.
- In case of evacuation where participants are unable to return to the building, make sure the participants are held in a safe area until parents are able to pick them up.

Medical Emergency:

- Locate a phone and call 9-911.
- Telephones are located at the main office of each school but also utilize the Coordinator's afterschool cell phone provided by the City of Fairfax.
- Certified individuals should administer immediate first aid.

Bomb Threat:

- Clear the area in an orderly manner.
- - Use the same steps as in a fire alarm.
- - call 9-911 immediately
- - Write down all communication between you and the person making the threat (if applicable).

Earthquake:

- During an earthquake, stay indoors. Get under a desk, table, or strong doorway.
- Watch for falling, sliding, or swaying objects.
- Stay clear of all windows and glass doors.
- After earthquake stops, evacuate building using the same steps as in a fire alarm.

Disclaimer: *The City of Fairfax Parks and Recreation Department reserves the sole right to make revisions, modifications, additions, suspensions and/or deletions to these policies at any time.*